

# Medicaid Information: Phone Menu Options

Providers and clients can access information efficiently by using telephone menu options on the Medicaid Information Line.

## Medicaid Information Line

From the Salt Lake City area, call **538-6155**.

Outside Salt Lake City area, Idaho, Wyoming, Colorado, New Mexico, Arizona, and Nevada, call toll-free: **1-800-662-9651**

From any other states, call **1-801-538-6155**.

There are seven options on the **Main Medicaid Information Menu**. These are listed in the column to the right.

## Telephone Menu Options

Options **1, 3, 5, 6** and **7** marked with a ☎ in the list below, are for Medicaid providers. Selections **2** and **4** are for Medicaid clients.

- ☎ **1 Verify client eligibility**
- 2 Client menu (for Medicaid clients)**
- ☎ **3 Health Care Provider**
- 4 Health Plan Information for clients**
- ☎ **5 Statewide Provider Training**

**Medicaid Providers:** Telephone Menu Options **1** and **3** have a second menu. Each second menu option is described below.

### ☎ **1 Verify client eligibility**

The second menu offers two choices:

Press **1** For Access Now.

Press **2** For a Client Eligibility Verification agent

### ☎ **3 Health Care Provider**

The second menu offers seven choices:

Press **1** Transportation Team for prior approval of non-emergency transportation.

Press **2** Customer Service Representative.

Press **3** Prior Authorization Unit for information on written and telephone prior authorizations (approvals).

Press **4** Provider Enrollment Team for enrollment questions, changes in billing address, re-certification, or EFT (direct deposit).

Press **5** Electronic Billing Team for technical assistance with electronic claim submission (except pharmacy Point of Sale) and for electronic remittance advice.

Press **6** Pharmacy Team for assistance with Point of Sale.

Press **7** Program Integrity Unit

### ☎ **5 Statewide Provider Training**

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## Hours of Operation:

### Medicaid Customer Service

Monday	7:00 A.M. - Noon	1:00 P.M. - 6:00 P.M.
Tuesday	7:00 A.M. - Noon	1:00 P.M. - 6:00 P.M.
Wednesday	7:00 A.M. - Noon	1:00 P.M. - 6:00 P.M.
Thursday	11:00 A.M. - Noon	1:00 P.M. - 6:00 P.M.
Friday	C L O S E D	

### Medicaid Non-Pharmacy Prior Authorization Unit

Monday	7:00 A.M. - Noon	1:00 P.M. - 6:00 P.M.
Tuesday	7:00 A.M. - Noon	1:00 P.M. - 6:00 P.M.
Wednesday	7:00 A.M. - Noon	1:00 P.M. - 6:00 P.M.
Thursday	Not available	1:00 P.M. - 6:00 P.M.
Friday	C L O S E D	

### Access Now

Monday - Saturday	6:00 A.M. - Midnight
Sunday	12:00 Noon - Midnight

### Medicaid Pharmacy Prior Authorization

Monday	8:00 A.M. - Noon	1:00 P.M. - 5:00 P.M.
Tuesday	8:00 A.M. - Noon	1:00 P.M. - 5:00 P.M.
Wednesday	8:00 A.M. - Noon	1:00 P.M. - 5:00 P.M.
Thursday	Not available	1:00 P.M. - 5:00 P.M.
Friday	8:00 A.M. - Noon	1:00 P.M. - 5:00 P.M.

Our office is closed on Fridays and all Federal and State holidays, except Columbus Day.

August 2008